

**ADDENDUM NO. 1**

March 18, 2019

RE: RFI 055.19.B5 IT Service Management Solution

FROM: Purchasing Office  
Howard County Public Schools  
10910 Clarksville Pike  
Ellicott City, MD 21042  
(410) 313-5644  
(410) 313-6789 fax

TO: PROSPECTIVE BIDDERS

This addendum modifies the Original RFI Documents as noted below.

1. **INSERT:** Questions and Answers – March 18, 2019

	Question	Answer
1	Is there already an ITSM solution in place, and if so which is it?	There is a home grown asset management system and Web Help Desk ticket system
2	Any specific issues HCPSS is looking to have improved?	Unified, cloud-based solution which can be leveraged across the enterprise and has varying access level permissions for single building view, or full enterprise view.
3	Are you looking at cloud only solutions or is an on-premise solution an option?	Cloud solution
4	Are you using an asset management system? Is the asset management system an on-premise or cloud solution	Current asset management is home grown, on-prem system
5	Are you looking to integrate a VoIP solution into the new ITSM?	We are not considering VoIP with the ITSM solution
6	Are you using Active Directory for internal customers?	Yes
7	Will your external customers be allowed to use all public domain emails?	Yes
8	Will you be looking to integrate a self-service password system?	Most likely yes
9	Are you on a cloud-based email system or on-premise email system?	Cloud
10	Will any roles on your staff have external email addresses and require access to the ITSM as a technician or administrator?	Not likely, but the option would be nice.
11	Are you looking to obtain daily support after implementation? If so, what is the expected duration of the support?	We support our customers with our own internal teams. We would expect support on the ITSM software itself in terms of break fix, but not 3 <sup>rd</sup> party servicing of our customers
12	Are you looking to import any asset management data into the ITSM?	Yes. We would migrate our existing asset management database to the new system

	Question	Answer
13	Will you be looking to integrate patch management with the ITSM Solution?	Our assumption is that a hosted cloud solution would include all upgrades, patches, and support for the software.
14	What's the timeline for a decision?	At the conclusion of the RFI submission period, responses will be reviewed and some vendors may be contacted for demos. After the demos, HCPSS will determine the viability of moving forward with full requirements and a public RFP.
15	Do you require any network management tools to integrate with the new ITSM solution?	We are looking for integration hooks such as the ability to import and export data, APIs, and possible integration with Outlook and/or gmail. We have not yet explored network integration.
16	Do you already have workflow(s) or any process in place with your existing ITSM? If so, are you looking to migrate those processes and workflows?	We have some basic processes around incident management tickets and asset management data. We would expect new software to have similar processes that we would adopt.
17	How many processes or workflows do you currently have within your existing system and are you interested in any new processes or workflows for this project?	We have some basic processes around incident management tickets and asset management data. We would expect new software to have similar processes that we would adopt as well as new processes to help optimize our investment.
18	Will you be looking at using change management with your new ITSM system?	We are interested in change management.
19	Are you interested in service surveys with your new system?	Yes
20	Should the Department decide to proceed past the RFI process, has a time frame been established in which an RFP may be issued?	There is no time frame for an RFP. At the conclusion of the RFI submission period, responses will be reviewed, and some vendors may be contacted for demos. After the demos, HCPSS will determine the viability of moving forward with full requirements and a public RFP.
21	What is the estimated cost of the Information Technology (IT) Service Management Solution project?	There is no set budget at this time for an ITSM solution. We are asking RFI participants to present us with their cost structures.
22	Has the Department allocated funding for the Information Technology (IT) Service Management Solution yet? If so, through which source (budget, CIP, state/federal grant etc.)?	There is no set budget at this time for an ITSM solution. We are asking RFI participants to present us with their cost structures. Funding would likely come from IT operations.
23	Who is the technical contact and/or project manager for the Information Technology (IT) Service Management Solution?	The main point of contact for all questions during the RFI process is Ted Ludicke Purchasing Office Howard County Public School System 10910 Clarksville Pike Ellicott City, MD 21042 Phone: (410) 313-5644 Email: ted_Ludicke@hcpss.org
24	Would it be possible to name the three greatest challenges the Department is having with the current solution?	We do not have a system that can be leveraged across the enterprise, current solutions are on-prem, current solutions are not integrated with other systems for optimal information and efficiency, current solutions are dated
25	Which other systems will have to integrate or interface with the Information Technology (IT) Service Management Solution, and will the State provide incumbent vendors for each system?	Asset Management, communications, ERP, Email, Ticket – incident management. We are exploring other integration possibilities through this RFI.
26	Can the Department elaborate on any additional drivers behind this acquisition that may not be addressed in the RFI?	We do not have a system that can be leveraged across the enterprise, current solutions are on-prem, current solutions

	Question	Answer
		are not integrated with other systems for optimal information and efficiency, current solutions are dated
27	What is the number of users anticipated for the Information Technology (IT) Service Management Solution?	The solution will need to accommodate all students, parents, staff and public inquires. The number of staff operating or interacting with the system would likely be less than 1000
28	Have you had any external assistance preparing this RFI?	Not pertinent to this solicitation
29	The RFI mentions public users. How do accounts get created for these public users today in your current helpdesk system? Do they go through a self-registration process; is it through automation from another system; or is someone manually administering these accounts?	The public is not part of our current help desk system and does not have any accounts. We are interested in learning about how the public interacts with a problem / management solution.
30	What is the approximate size of the user base?	The solution will need to accommodate all students, parents, staff and public inquires. The number of staff operating or interacting with the system would likely be less than 1000
31	Working with our product ServiceNow there are licensed (technician users) and self-service users. How many technicians will be using the system and how many self-service users could there be?	The solution will need to accommodate all students, parents, staff and public inquires. The number of staff operating or interacting with the system would likely be less than 1000
32	What kinds of items and attributes are you looking to track with Asset Management?	Largely IT hardware, possibly software depending on the solution and costs. We would track item names, product information, serial numbers, date of service, etc.
33	Would you like a self-service portal where users can come to open and track their own tickets?	Yes
34	What kind of administrative functions does an individual department perform in your helpdesk system today?	Representatives at a given school would be responsible for doing inventory or working on certain kinds of tickets for their school and should have access to only information routed to them or defined in business rules for their school.
35	In Section II, 1 b. ii - Support Internal and external (public) users - Does this mean the public users need to be added to the database as users? Else will they be using a kiosk? Please give us a use case. Our system authenticates AD users real-time with AD.	Our thinking is that the public may or may not be added to the database, but at a minimum they would have the ability to submit and track issues as well as receive targeted communications.
36	Section II, 1 b iv - We have APIs and also ability to import data from csv files. We can provide these services based on need at time of implementation and will be professional services. Just want to make sure if this is fine.	It is ok, but our programming team would want to have access to APIs on an ongoing basis in order to build future functionality and system integration.
37	Do you want any price quote as part of this rfi and if so we want the info on how many agents/techs you have and the number of assets you plan to manage using this system?	We are seeking pricing information as that will help us determine next steps with an RFP. The solution will need to accommodate all students, parents, staff and public inquires. The number of staff operating or interacting with the system would likely be less than 1000
38	Do you have any preference on cloud or on-premise solution? We offer both	Cloud

	Question	Answer
39	What is your current system (brand name)? Do you plan to move data from the current system to the new system?	There is a home grown asset management system and Web Help Desk ticket system. HCPSS would like to migrate information, at least from asset management into a new system. We would explore the feasibility and rationale for bringing existing help desk ticket information.
40	When would you be putting out the rfp and your time lines for rolling out the solution?	At the conclusion of the RFI submission period, responses will be reviewed and some vendors may be contacted for demos. After the demos, HCPSS will determine the viability of moving forward with full requirements and a public RFP.
41	Do you want any price quote as part of this rfi and if so we want the info on how many agents/techs you have and the number of assets you plan to manage using this system?	We are seeking pricing information as that will help us determine next steps with an RFP. The solution will need to accommodate all students, parents, staff and public inquires. The number of staff operating or interacting with the system would likely be less than 1000
42	How many licenses and endpoint users will you need the software for?	The solution will need to accommodate all students, parents, staff and public inquires. The number of staff operating or interacting with the system would likely be less than 1000
43	How many employees are in the Information Technology (IT) department?	Approximately 100
44	How many IT users will be accessing the system on a daily basis?	The solution will need to accommodate all students, parents, staff and public inquires. The number of staff operating or interacting with the system would likely be less than 1000
45	How many total users will be accessing the system on a daily basis?	The solution will need to accommodate all students, parents, staff and public inquires. The number of staff operating or interacting with the system would likely be less than 1000
46	Does the Information Technology Service Management (ITSM) solution need to follow ITIL methodology?	That has not been decided at this time. It may be a consideration if, and when we move to the RFP phase.
47	Are there any ITIL requirements?	That has not been decided at this time. It may be a consideration if, and when we move to the RFP phase.
48	What is the current Help Desk Ticketing System?	Web Help Desk ticket system
49	Are you interested in importing Ticket data from the existing system into the new system?	We would like to have the option to migrate ticket data from the current system to a new system but have not made a firm decision. Asset management data will definitely be migrated to a new system.
50	What data is stored in the Asset Management Database?	The current asset management database has details such as asset tag#, location, description, model, manufacturer, serial number, acquisition date, person assigned to, etc.
51	What are the relationships captured in the Asset Management? (i.e. Users to devices)	Information not available

	Question	Answer
52	HCPSS already is into ServiceNow ITSM to a great extent. Is HCPSS looking to replace it? Is ServiceNow providing the K-12 ITSM support?	The Information Technology team is not currently using ServiceNow. We are interested in learning how it, and other solutions can meet our needs outlined in the RFI.
53	If not replacing ServiceNow, then, is this initiative to have an enhancement of applications running on it?	The Information Technology team is not currently using ServiceNow. We are interested in learning how it, and other solutions can meet our needs outlined in the RFI.
54	Who is the current vendor that is providing present service for the ITSM environment?	There is a home grown asset management system and Web Help Desk ticket system.
55	Is there a budget for this initiative that can be disclosed?	There is no set budget at this time for an ITSM solution. We are asking RFI participants to present us with their cost structures.
56	How many service requests does HCPSS receive on a monthly basis?	Information not available
57	How many users (requesters, system admins, and back-end service providers) are there in your current state?	The solution will need to accommodate all students, parents, staff and public inquires. The number of staff operating or interacting with the system would likely be less than 1000
58	How many service requests does HCPSS receive on a monthly basis?	Information not available
59	In Section 2.1.a, you mention “inventory” – are you able to provide any additional context around what your objectives are for this? Is this for workstations, network gear, servers, fixed assets, etc..?	The initial focus would be end user devices, however it would be ideal to have all technology devices included in the database.
60	In Section 2- Current State, you mention a “custom built asset management database...” is HCPSS requesting information for potentially replacing this? If so, can you possibly share how many devices would be currently being managed?	The ITSM solution we are seeking information about would replace the custom built asset management system. The existing system has more than 100,000 devices in its inventory – both in service and retired.
61	In the “Introduction and Background” section, you mention employing “approximately 8,500 full- and part-time regular employees in addition to a large number of temporary and seasonal employees”. In an effort to provide most accurate TCO estimates, can you please share how many IT Agents would need access to the new system? Also, do you expect this number to fluctuate with temporary and seasonal workers? If so, approximately how much?	It is difficult to say how many IT agents would need access to the system, we are using a figure of <1000 for estimating purposes. The functionality may be distributed throughout schools and beyond IT. The quantity of temporary workers may impact those initiating tickets in the system but would not impact the quantity of folks serving as agents.

**END OF ADDENDUM**